Our Commitment to Accessibility

We're committed to making insurance a breeze, for everyone. Rebuilding insurance as a social good means our services and website are designed to be usable by everyone —including people with disabilities, learning differences, and other limitations.

What do we mean by accessibility?

Creating easy-to-understand and use insurance services.
We're always working to ensure you can access, understand, and manage your insurance the way that works best for you.

How do we make our services accessible?

We follow recognized standards like the Web Content Accessibility Guidelines (WCAG) 2.2, Level AA to make sure our website and digital services are universally usable. Here's how we put our commitment to accessibility into action:

LEMONADE AND COOKIES

Our website uses tracking technologies to enhance experience, personalize content, and serve ads. If you click "accept" info about your visit will be shared with third parties like social media, advertising, and analytics companies. Privacy Policy

REJECT ALL ACCEPT ALL

CUSTOMIZE

l or complex terms.

, phone, or email—your choice.

- **Digital accessibility**
  Our site works with standard assistive tools like screen readers that allow you to adjust text size and colors. Information is tagged for voiceover tech with readable fonts.
- **Accessible media**
  Videos, images, and audio have descriptions, subtitles, or transcripts where possible, and you'll never find flashing or fast-changing visuals on Lemonade interfaces.
- **More than just color**
  Our services never depend on seeing color in order to use them.
- **Easy online management**
  We designed arranging your insurance, making changes, or filing claims online to be as simple and accessible as possible.

How do we keep improving?

We regularly review our platforms and listen to feedback from all customers, including those with disabilities. We keep up with changes to laws and best practices, especially those outlined in the European Accessibility Act (EAA). We work with regulators and conduct accessibility checks and surveys to spot issues early and make sure we're always doing better.

Accessibility at every step

- **Browsing and signing up:** Explore coverages and sign up via web or app
- **Managing your insurance:** Update details or ask questions via web, app, phone, or email.
- **Making a claim:** File a claim through the Lemonade app, via phone, or through digital assistance from our support team.
- **Cancelling your policy:** Cancel online, via phone, or email, and receive confirmation in your preferred format.

Need help or spot an accessibility issue?

If something on our website or in our services isn’t accessible for you, or if you have suggestions on how to make Lemonade more user-friendly, please let us know!

Call us: (844) 733-8666 Email us: help@lemonade.com

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